

THE TULALIP TRIBES
CASINO/BINGO
Job Description
"In House Job Opportunity"

JOB TITLE: Promotion/Special Event Facilitator (2 full-time and 1 on call)

POSITION NUMBER: TGO-295-06

NOTE: ONLY REGULAR CURRENT EMPLOYEES AND ENROLLED MEMBERS OF TULALIP TRIBES WILL BE CONSIDERED FOR THIS IN-HOUSE POSITION. Sections in box are minimum requirements that all applicants must have to be considered for this job. These requirements must be stated on your application to be considered for this position.

The Tulalip Tribes publicly announces that Indian Preference in hiring shall apply to Tulalip Tribal job opportunities.

EDUCATION:

- ☐ High School Diploma or GED equivalent preferred. ***(Attach copy of either document if applicable)**
- *If applicant does not meet this education requirement, employer will allow six (6) months from date of hire to meet job requirement, as a condition of employment.

SKILLS:

- ☐ Strong organizational skills and methodical in conducting work, i.e., prioritizing, multitasking, planning, and coordinating.
- ☐ Strong writing and composition skills with emphasis on accuracy and clarity of message.
- ☐ Solid interpersonal, and public relation skills with emphasis on verbal communication and interfacing with a diverse array of people, i.e., personnel, customers, vendors, management, and executives using poise, tact, and diplomacy.
- ☐ Ability to maintain composure, think clearly, and perform well under pressure in a fast paced work environment.
- ☐ Ability to type 20 wpm. **(Test required)**
- ☐ Strong math and analytical skills **(Test required passing with 75%)**

EXPERIENCE:

- ☐ Minimum of two (2) years working experience in daily interaction serving customers.
- ☐ Minimum of six (6) months working experience utilizing Word and Excel computer programs.

OTHER REQUIREMENTS:

- ☐ Will be responsible for the deliverance of the highest level of customer service to guests, VIP's, and co-workers.
- ☐ Must attend mandatory guest service training.
- ☐ Must be flexible to work at all gaming sites, the "New" Tulalip Casino, the Quil Ceda Creek Casino, and Bingo.
- ☐ Must successfully complete and pass a National Indian Gaming Commission background investigation.
- ☐ Must be able to obtain a Class III certification, and be licensed, with the Washington State Gambling Commission and the Tribal Gaming Agency.
- ☐ Must be able to work any shift assigned to include days, swing, grave, weekends, and/or holidays.
- ☐ Must have a successful employment history with Tulalip Tribes and/or other employers.

Physical Characteristics and/or Prerequisites:

- ☐ Tolerance to work in a smoke filled environment.
- ☐ Manual and finger dexterity to operate computer and perform routine handwriting.
- ☐ Mobility and stamina to climb stairs on a regular basis.
- ☐ Stamina to sit, stand and/or walk for prolonged periods of time up to 8 hours.
- ☐ Strength and endurance to lift and carry short distances up to 25 lbs. on an occasional basis.
- ☐ Flexibility to bend and/or stoop on an occasional basis.

Tribal Department: QCC Marketing

Employee Classification: Non-Exempt

Job Summary: Dedicated to serving the guests of the QCC casino at the Club desk and on the gaming floor, providing a positive impression and the best possible service to QCC guests.

Employee Reports To: Lead Promotions Facilitator or designee

Extent of Job Authority: Under the guidance of the Lead Promotions Facilitator, serves the guests and players of the QCC casino as established by standard operating procedures and applicable controls.

Specific Duties Performed:

1. Performs liaison tasks by receiving and appropriately directing internal and external guests and patrons.
2. Provides specific and general departmental information regarding the Casino.
3. Provides high quality customer service and hospitality in the execution of assigned duties to include, but not limited to, greeting

- customers, arranging customer requests, directing customer complaints, and assisting customers.
4. Provides specialized service to groups and VIP guests.
 5. Prepares for the arrival and greets groups and patrons.
 6. Distributes entry forms to patrons for promotional drawings.
 7. Participates in casino promotions, events and concerts to ensure excellent customer service.
 8. Promotes and carries out QCC promotions and events.
 9. Provides feedback and assists as needed for each promotion and events.
 10. Assist Lead Promotion Facilitator as requested or needed.
 11. Ensures compliance with Tribal, State, Federal, and NIGC regulations.
 12. Ensures control/protection of company assets.
 13. Performs other job-related duties as directed by the Lead Promotion Facilitator.

Terms of Employment: This is a Regular Full-time position, requiring at least 40 hours per week, or 2080 hours per year. And an on call position requiring up to 40 hours per week or a minimum 2080 hours per year.

Pay Range: \$12.72 per hour

Opening Date: November 30, 2006

Closing Date: December 8, 2006 at 4:00 p.m.

Please return your completed application to the Tulalip Casino Receptionist by the closing date and time.

*** Required documents must be submitted prior to interviewing.**